



Employment Training Panel

Arnold Schwarzenegger, Governor

May 4, 2009

Araceli Lonergan, Chief Executive Officer
East Los Angeles Doctors Hospital
4060 East Whittier Blvd.
Los Angeles, CA 90023

Dear Ms. Lonergan:

RE: FINAL MONITORING VISIT REPORT for East Los Angeles Doctors Hospital – ET07-0319

Date of the Visit:	04/29/09
Beginning/Ending Time:	9:30 a.m. – 12:00 p.m.
Date of Last Visit:	04/29/08
Visit Location:	East Los Angeles
Persons in attendance:	Araceli Lonergan, Chief Executive Officer, ELA Doctors Hospital Olivia Chairez-Gonzalez, HR Manager, ELA Doctors Hospital Jennifer Klein, Project Administrator, National Training Systems Elsa Wadzinski, Contract Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	4/30/07 – 4/29/09	Agreement Amount:	\$298,080
Training Start Date:	07/20/07	No. to Retain:	144
Date Training must be Completed:	1/28/09	Range of Hours:	24-120
Type of Trainee:	Retrainee	Weighted Ave. Hours:	115

SUMMARY OF ACTION REQUIRED FROM THIS VISIT:

None

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

The Agreement was executed on March 7, 2007, and training began on July 20, 2007. Project staff reported that all ETP training was completed on July 24, 2008, which allowed for the 90-day retention period to be completed within the term ending date of the Agreement – April 29, 2009.

ETP approved Agreement Modification No. 1, which was executed on July 18, 2007, to add a subtopic to the Computer Skills curriculum, which was inadvertently overlooked at the time of development.

You advised the Analyst that of the 144 trainees specified on Chart 1, Exhibit A of the Agreement, 67 trainees (47%) have completed the minimum number of training hours required (24 hours) for reimbursement and the 90-day retention period. The total hours provided to trainees who met the required minimum in Job 1 are 3,938 (3,793.26 hours of Advanced Technology training, and 144.74 hours of Class/Lab training). At a reimbursement rate of \$18 per hour for Class/Lab training, and \$26 an hour for Advanced Technology training, ELA Doctors Hospital will earn approximately \$101,230.08 (34%) of the total ETP Agreement amount, assuming all other Agreement requirements are met. Since you have been paid \$71,832 to date, you will receive an additional \$29,398.08 in ETP funding if the anticipated number to retain is verified during the final fiscal closeout. The Analyst commented that all funding to date is unearned. Project staff indicated that they submitted Final Closeout.

Ms. Wadzinski asked why you discontinued training after July 24, 2008, when the last day to provide training under the contract was January 28, 2009. You stated that the majority of patients who seek care from this hospital are Medi-Cal recipients, and due to recent State budget cuts and constraints, the hospital's patient census dropped, and in order to maintain good patient care, the hospital needed to utilize its staff for patient care instead of training.

Project staff stated that although the hospital did not complete 100 percent of the training, ELA Doctors Hospital was able to provide Advanced Technology, Business Skills and Computer Skills training that led to a higher quality of service, in turn increasing customer and employee satisfaction ratings, as well as increasing medical staff self esteem. The training also helped staff focus on the importance of education.

The Analyst asked what barriers, if any, you experienced in implementing your ETP program. You responded by stating that the hospital does not have an in-house educator, which limits training schedules. You commented that you used outside training vendors for some training, and sometimes they wouldn't show up. Also, many of the nurses on staff have two jobs, which made it difficult for them to accommodate training, even on their days off.

In discussing the ETP record keeping, you indicated that your administration was provided by a third-party, and you reported that in getting familiar with ETP's websites, you found them user-friendly. It was also stated that the ETP staff provided good support throughout the Agreement. In closing, you stated that ELA Doctors Hospital is interested in returning to ETP for another contract in the near future to complete the training plan originally submitted.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	192	192	122	67	67	67

The project status provided by project staff agreed with the Contract Status report that indicates 192 trainees were enrolled and 122 trainees were dropped.

ATTENDANCE ROSTERS:

The Analyst reviewed attendance records of 17 trainees who completed training. The review of the Class/Lab Rosters revealed that the Rosters were completed correctly and met ETP requirements; the Agreement curriculum was provided as specified; and you are in compliance with the trainer to trainee ratio of one to 20 for Class/Lab training, and one to 10 for Advanced Technology training, as specified in the Agreement Training Plan.

Your project staff was advised that these findings are based only on the training records reviewed during this Visit and represent only a sample of the training records completed to date. Further that it is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes. [Reference: Title 22 California Code of Regulations, Section 4442)]

AUDIT:

ELA Doctors Hospital will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Elsa Wadzinski at (818) 755-3634 or by email at ewadzinski@etp.ca.gov within ten (10) working days from the receipt of this report.

Sincerely,

Signature on file

Wally Aguilar, Regional Program Manager
North Hollywood Regional Office

Signature on file

Elsa Wadzinski, Contract Analyst
North Hollywood Regional Office

cc: Olivia Chairez-Gonzalez, Human Resources Manager (via e-mail)
ELA Doctors Hospital

Jennifer Klein, Project Administrator (via e-mail)
National Training Systems, Inc.

David A. Guzman, Chief, Audit's & Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor: 5/7/09